

Module Six

UNIFORM ASSESSMENT AND NEGOTIATED SERVICE AGREEMENT

A learning module developed by the Bureau of Facility Standards to train Residential Care or Assisted Living facility staff.

Why you should take this training.

Providing assistance to residents in a residential care or assisted living facility is a very big responsibility. Learning some of the basic concepts of assessments and service agreements in residential care or assisted living will help you understand how to provide quality services to residents.

What you will learn in this module:

- ✓ **Why it is important to have a Uniform Assessment.**
- ✓ **The elements of the Uniform Assessment.**
- ✓ **The requirements for the Uniform Assessment.**
- ✓ **Why it is important to have a Negotiated Service Agreement.**
- ✓ **The Key elements of the Negotiated Service Agreement.**
- ✓ **The requirements for the Negotiated Service Agreement.**



What you need to do to take this training.

Ask your Administrator how she or he wants you to do the training. You can do the training on the computer or you can print the training and work with the printed pages. Generally, you can just work through the modules in the order they are listed.

Who to ask if you have questions about this training.

If you have questions about the way things are done in your facility, ask your Administrator. If you or your Administrator has questions or comments about the content of the training, ask your Administrator to contact the Residential Community Care Program Supervisor at the Bureau of Facility Standards.

Words to know:

Documentation – written communication regarding resident cares that is maintained in the facility.

Negotiated Service Agreement – The plan reached by the resident and/or their representative and the facility based on the assessment, physician or authorized provider's orders, admission records, and desires of the resident, and which outlines services to be provided and the obligations of the facility and resident.

Uniform Assessment – A set of standardized criteria to assess functional and cognitive abilities of the resident.

The Uniform Assessment:

- ✚ The Uniform Assessment is a way to learn about a resident's status so that services can be set up to meet the resident's needs.
- ✚ If the resident is a client of the Department of Health and Welfare, the Department does the assessment.

The Uniform Assessment must be completed by someone who is trained to use the facility's assessment form.

The areas of the Assessment are:

- ✚ Identification and background information
- ✚ Medical diagnoses
- ✚ Medical and health problems
- ✚ Prescription and over the counter medications
- ✚ Behavior needs
- ✚ Cognitive abilities
- ✚ Functional abilities

The Uniform Assessment must be completed within 14 days of admission. The Assessment must be reviewed when there is a change in the resident's medical condition or mental status or at least every 12 months.

Uniform Assessment:

- ✚ Knowing the residents that you are taking care of is important.
- ✚ Documenting changes in the residents' health is a way to communicate to other members of the facility's provider team and provides information to the person reviewing the assessment so that it can be revised to reflect cares needed.

What this means to you

- 🟡 Know what the residents' care needs are. For example, if a resident needs help dressing, you could lay out more than one set of clothing and let the resident choose what to wear.
- 🟡 Document any changes in the resident's mental or physical health status. Include who you called.

THE INTERIM PLAN OF CARE:

- ✚ The written plan of care to guide staff in the provision of care to a resident from the day of the resident's admission to the facility until the Negotiated Service Agreement is completed (no more than 14 days after admission).

The Negotiated Service Agreement:

- ✚ The Negotiated Service Agreement (NSA) is an agreement between the resident and the facility that explains the services the facility will provide.
- ✚ The NSA also provides instruction to staff and coordination of the services the resident is receiving.

The facility is responsible to develop a written interim plan of care and NSA for all residents who live in a residential care or assisted living facility.

The key elements of the NSA:

- ✚ The NSA is based on an assessment.
- ✚ Includes Activities of Daily Living.
- ✚ Health services.
- ✚ Medication assistance.
- ✚ Frequency of services.
- ✚ Scope of assistance needed by the resident.
- ✚ Any teaching interventions to be taken to improve the resident's skills or to introduce new skills.

- ✚ Behavior management needs, to include triggers and specific interventions.
- ✚ Reflects orders from the resident's physician or authorized provider.
- ✚ Reflects information from the resident's admission record.
- ✚ Includes the resident's need for community support.
- ✚ Based on resident's desires.
- ✚ Includes transfer and discharge information.
- ✚ Includes services being provided by other providers.
- ✚ Includes any other identified needs for the resident.

When a resident is admitted, the facility should ensure the resident takes part in deciding what services are needed. To make sure all the people involved with resident services know about the needs of the resident and choices the resident has made, the process is documented (written down).

Ongoing Evaluation – Resident needs do not stay the same over time. To be sure the services provided match the services needed several things are done. Resident health problems and medications are to be assessed and documented by a licensed profession nurse (RN) when there is a change or at least every ninety days. The UAI and NSA are to be reviewed any time residents have a change in diagnosis; or other change in their condition which requires different, additional, or replacement services; or at least every 12 months.

Negotiated Service Agreement:

- ✚ The facility's administrator must consult the resident and other relevant people when developing the NSA.
- ✚ Copies of the agreement must be provided to the resident or resident's legal guardian.
- ✚ A copy of the NSA needs to be in the resident's record within 14 days of admission.
- ✚ The NSA must be reviewed when there is a change in the resident's diagnosis; or other change in condition requiring different, additional, or replacement services; or at least every 12 months.
- ✚ Document any changes in the resident's health status or the facility's inability to provide care according to the resident's NSA.
- ✚ Document the resident's refusal of cares and notify the appropriate personnel.

What this means to you

- 🟡 Work as directed by your Administrator to provide the best possible services to residents.
- 🟡 If residents have questions about their UAI or NSA, tell your Administrator so he or she can work with the resident.
- 🟡 If you see changes in the resident's health or the kind of assistance the resident needs, tell your Administrator. The facility licensed nurse will also need to have

this information. This will allow changes to be made that will match services with resident needs.

- Provide the services that are listed on the NSA. You may have a duty sheet or something else that tells you what you need to do for residents, but it should match what is listed on the NSA for individual residents.
- Document the resident health problems, who you notified and any instructions given.
- Be a team player with your co-workers. Together you can make a positive difference in residents' lives.

A quality home and quality services for residents...it's what we all want!

Learning exercises:

The following are suggested exercises. Ask your Administrator which ones you should do.

1. Pick a resident who has been in your facility for about 2 to 8 months. Look at the resident's assessment done near the time of admission (UAI) and the Negotiated Service Agreement (NSA). Do these documents match the resident's needs and the services that are being provided?
2. Pick a resident who has been in your facility for over a year. Look at the resident's chart and follow the paperwork. There should be nursing assessments completed at least every ninety (90) days, and the UAI and NSA should have been updated at least once. Were the UAI and NSA updates done? Do both the UAI and NSA match what the resident needs now?
3. Look at a copy of your facility's last state survey or complaint investigation report. Talk to your Administrator about the survey or complaint investigation.

Check your knowledge:

1. Resident choice is important in assisted living. True False
2. The Negotiated Service Agreement is not necessary True False

as long as the facility talks to residents about services.

3. The NSA and UAI does not need to be updated. True False
4. If you see something has changed with a resident's health, who should you tell?
5. Which group is the true focus of assisted living?

Answers:

1. True. Resident choice is one of the most important reasons residents live in assisted living facilities.
2. False. The NSA is the agreement between the facility and the resident regarding the services the facility provides. The resident must participate in developing the NSA and must sign it.
3. False. The NSA and UAI need to be updated every 12 months or when there is a change in the resident's diagnosis; or other change in condition requiring different, additional, or replacement services.
4. Tell your administrator. The facility licensed nurse will also need to know.
5. Residents should always be the focus of assisted living.